




Your tenant and leaseholder newsletter

## What we did on our holidays



Celebrating the summer in style - pages 8 & 9

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-  Insure your home & win £50 shopping spree
-  Help transform a book into real life
-  Have your say at the Housing Forum

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Waltham Forest

# Welcome

## It's been a busy summer for all of us in Waltham Forest Housing.

Back in June we held the official launch of our new housing strategy, and the Council's ambitious programme to secure 18,000 new homes in the borough across all tenures over the next 10 years.

In July we saw the handover of keys to the residents of 43 brand new Council built homes in Warburton Terrace in Walthamstow.

This development brings the number of new Council homes we've built since we restarted house building in 2015 to 103.



I'm particularly proud that Warburton Terrace (pictured) includes homes for families and houses with gardens, which are exactly the types of Council housing this borough is crying out for. I was delighted to join these new tenants for a Welcome to Warburton event in August.

This was just one of a number of estate days we held around the borough.

These were alongside our annual Resident Day, which more than 500 residents and leaseholders attended, and where I found myself enrolled to be one of the 'books' in the Human Library.

I love these events because they're an opportunity to meet and chat with residents and listen to new ideas about how we can improve their homes and neighbourhoods. At the same time, we try to make it a real celebration, with lots of fun for the children and entertainment for all the family.

Just as importantly, the days are a great chance for residents to come out of their homes and forge friendships with their neighbours, helping to make our communities safer and more resilient.



Too often we hear only negative stories about Council housing and estates, but our summer estate days are a demonstration of the welcoming communities and wonderful people who make up the overwhelming majority of our residents and leaseholders.

Thank you to all the residents for their support for helping make these events such a success. That includes our Sheltered Housing residents who made our End of Summer Party at the Priory Court Community Centre such a great event (pictured).



A special thank you goes out to all our partners, from local community groups to our major contractors, Morgan Sindall and the Aston Group, from Wood Street First to housing associations, as well as the local fire brigade and police, who worked with us to make these events happen.

**Cllr Louise Mitchell**  
Cabinet Member for Housing and Homelessness Prevention

# Smoker Alarm

Firefighters issued a smoking safety reminder after a fire at a flat in Churchill Terrace in Chingford. Half of the second floor flat and part of the roof of the building were damaged by fire. There were no reports of any injuries.

The Brigade's fire investigators believe the fire was accidental and caused by the careless disposal of smoking materials.

A London Fire Brigade spokesperson said: "This incident shows why it's so important to make sure you put your cigarettes out properly when you've finished smoking."

## Safety advice for smokers:

- Ensure you test your smoke detector weekly by pressing the test button (see page 14)
- Never smoke in bed
- Always ensure you stub out cigarettes properly and dispose of them carefully
- Keep matches and lighters out of children's reach
- Never leave lit cigarettes or cigars unattended
- Empty ashtrays carefully, ensuring all smoking materials are stubbed out and cold
- If you must smoke, do it outdoors.



## Could you be an Ambassador?

People who want to make a real difference to the lives of our young people and help them stay away from gangs and violence are needed for a new project in Waltham Forest.

Ask Me, launched in the summer, is looking for 'Ambassadors'; ordinary residents passionate about supporting young people and helping make our community gang free.

You don't need any special qualifications to apply, just be able to commit a reasonable amount of time to the project (roughly four hours a week).

Your focus would be on helping young people find positive alternatives to gang membership and youth violence. As an Ambassador you'll be taught how to listen to and support young people, encouraging them to steer away from the dangers of gang life.

All Ambassadors will receive training and on-going support.

To find out more about Ask Me and whether it's right for you, go to [ask-me.org/](http://ask-me.org/)

# Keep your estate clean and safe

We have had reports of people throwing rubbish and other items out of windows on some of our estates.

This practise is dangerous and could cause serious hurt to someone walking underneath, and it makes the area a less attractive place to live, unsafe for children and could attract vermin.

**It can also result in you losing your home.**

Anyone seen throwing objects from windows or engaging in anti-social behaviour will be reported to the Police.

These actions could also result in tenancy enforcement action taken by the Council, which could lead to you losing your home.

Remember, you're responsible for the behaviour of anyone in your home, whether they are part of your household or a visiting guest.

If anyone throws anything out of the window or indulges in anti-social behaviour in your home, you could pay the price by losing your tenancy.



## New council home building passes the 100th home mark

A development in Walthamstow brings new council homes built directly by the Council past the one hundred mark.

Waltham Forest Council launched a programme of Council home building in 2015. The latest development at Warburton Terrace consists of 43 brand new homes.

It brings the number of newly created homes, directly built by the Council, to 103.

Councillor Louise Mitchell, Cabinet Member for Housing and Homelessness Prevention, hosted a 'Welcome to Warburton' street party (see page 9).

Cllr Mitchell said: "It was a great day and a delight to officially welcome the residents into their homes, but it isn't just about new homes, this is the creation of a new community."

Danielle Wooden (pictured above, with family and Cllr Mitchell) moved in to one of the houses with her children in July.

Danielle said: "I still can't believe it. This has transformed our lives. The kids love it and they are always in the garden and I don't have to worry about them running out into the street. We were living in a one bedroom flat and now the children have space to play."

## Windrush Generation on camera



**Are you a Waltham Forest resident who was part of the Windrush Generation? If yes, an ambitious local history project wants to take your portrait.**

Image17, a collective of photographers in Waltham Forest, is taking portraits of borough residents who were part of the Windrush generation; people who arrived in the UK from Caribbean countries between 1948 and 1971.

The portraits, along with family photos, personal memories and mementoes, will form an exhibition that will run from February 2020 through most of the coming year at the Vestry House Museum.

To find out more [image17.co.uk/wearehere](http://image17.co.uk/wearehere)  
To take part email [wearehere@to-market.co.uk](mailto:wearehere@to-market.co.uk)  
or call **0203 285 7589**

# Reminder on water changes

If you pay a charge for your water and wastewater to the Council and your provider is Thames Water that arrangement ends on Monday 30 September 2019.

If this affects you then you'll have already received a letter directly from the Council informing you of the change. You'll have also received a letter directly from Thames Water. We also told you about this in the last issue of Resident News.

The Council will stop charging you for water and wastewater services from Monday 30 September and Thames Water will start to bill you directly.

### Why is it happening?

Thames Water believe it's important for them to have a direct relationship with as many customers as possible so they can offer additional support to vulnerable customers and offer alternative tariffs where appropriate.

Remember this does not affect all of our tenants. If it does affect you, then you'll have already received letters from both the Council and Thames Water.

## Priory Court gets a mural



Young people created a vibrant new artwork outside the Priory Court Community Centre over the summer.

The mural reflects their lives and interests, touching on issues as diverse as cultural identity, disability and snorkelling.

They were supported by an artist from mural specialists Global Street Art.

The project was funded by Waltham Forest Housing's Inclusion and Engagement Team and developed in partnership with youth services providers, Worth Unlimited and Stow Youth in Action (part of Waltham Forest Community Hub).

## Council of the Year



Waltham Forest Council was named the Local Authority of the Year at the annual Municipal Journal Achievement Awards 2019.

The Council triumphed at the top award, announced over the summer.

The judges said Waltham

Forest "has redefined its relationship with its younger community by co-creating a dynamic and proactive conversation that is making a clear difference; building a positive legacy for future generations."

They concluded: 'It has never been harder for councils to deliver for their communities and the London Borough of Waltham Forest should be proud of its achievements.'

## Just the Job



As part of their partnership with Waltham Forest Council, our key contractors provide apprenticeships and employment opportunities for residents.

The Aston Group currently has nine apprentices who live and work within Waltham Forest (Some of the apprentices pictured, above).

Pipefitting apprentice, Tommy Hammerton (second from left), 20, said "The apprenticeship has been very good. It was never my intention to go into a trade, but after my first day, I wanted to make a career of it."

Plumbing apprentice Inqlant Zekaj (third from right), 18, said "It has been a great experience as I am learning a lot of things on how a certain job is done. If I am stuck on something I would always get help."

If you are interested in finding out more about apprenticeship or other training and work opportunities with the Aston Group send a CV with a cover letter to [recruitment@astongroup.co.uk](mailto:recruitment@astongroup.co.uk)

Meanwhile the first class of local residents on WalthamFUTURES, a partnership programme between Waltham Forest Council and Morgan Sindall Property Services offering a route into building maintenance careers, started their training earlier this month.

The six week course provides practise and theory based training and on the job experience working with trade professionals.

The successful trainees, male and female and ranging in ages from 18 to 49, will attain Construction Level 1 qualification and H&S qualification including CSCS card. They are offered a guaranteed interview with Morgan Sindall and supply chain partners as well as opportunities to progress to apprenticeships and employment. For more details of WALTHAMFutures email [CSRbox@morgansindall.com](mailto:CSRbox@morgansindall.com)

## Insuring success

Congratulations to Walthamstow resident Mrs Wakefield (pictured with Jane Martin, Divisional Director Housing Operations at Waltham Forest Council), who won £50 of High Street shopping vouchers, simply for signing her home up to our Home Contents Insurance Scheme.



Your rent payment does not include insurance, so we encourage you to insure your belongings and we can arrange home contents insurance for you, underwritten by Royal & Sun Alliance Insurance plc.

The cover is new for old cover, which means your belongings would be replaced as new, except for linen and clothing. Prices start from 61p per week for tenants aged 60 and over or those in receipt of Housing Benefit or Universal Credit which includes housing costs, for a £4,000 sum insured or just £1.37 per week for tenants aged under 60, for a £9,000 sum insured.

Apply for cover by 15 November 2019 and, if accepted, you will be automatically included in our next prize draw to win £50 of High Street Shopping Vouchers.

For more information, including prize draw and policy terms and conditions, request an application pack by contacting us on **020 8496 4197** or email [rents@walthamforest.gov.uk](mailto:rents@walthamforest.gov.uk).

# Rent problems? Reach out now

It happens far too often. People run into difficulties paying their rent and they don't know where to turn.

**Do not let your rent worries become a housing crisis.**

Our housing advisers can help you.

The sooner you reach out to them for help, the better they can support you.

The advice and support housing advisers provide will be personal to you and your family's circumstances.

If you, or someone you know, is at risk of homelessness, don't bury your head in the sand.

**If you've received a notice from your landlord wanting to end your tenancy, come in and talk to us.**

For example, if you're struggling to pay your rent we can assist you by providing budgeting advice or referring you to a specialist agency to manage any outstanding debts.

If you're a leaseholder in mortgage arrears we could help you to negotiate with the lender.

**Contact Housing Advice**

**Email:** [housing.advice@walthamforest.gov.uk](mailto:housing.advice@walthamforest.gov.uk)

**Phone:** 020 8496 4197

**Out-of-hours phone:** 020 8496 3000

**In person:** You don't need an appointment to come in and speak to our housing advisers at Cedar Wood House, 2d Fulbourne Road, Walthamstow E17 4GG

**Opening hours:**

- Monday, Tuesday, Thursday, Friday: 9am to 4.30pm, Wednesday: 1pm to 4.30pm.

If you come into our office we need you to bring documents that will help us help you:

- Proof of identity, such as passport, birth certificate or Home Office documents
- Any information related to your rent/mortgage situation and why you are homeless or potentially facing homelessness, such as a notice to quit or notice of eviction from your landlord
- Proof of your income, such as benefits or payslips.

## Duty to Refer

In 2018, new Government legislation was introduced compelling public authorities to notify a local housing authority where one of its service users may be homeless or at risk of homelessness, and where that person agrees to the referral.

The aim of this 'Duty to Refer' legislation was to help ensure people at risk of losing their home get access to homelessness services as soon as possible.

In Waltham Forest we have gone further than the legislation by inviting voluntary agencies and public bodies not covered by the new legislation to make referrals as well.

Since the introduction of the Duty to Refer we have received 586 referrals from over 30 different agencies.

The Council's Prevention and Assessment team are also working with officers at the Department of Works and Pensions (DWP) offering monthly outreach sessions to local people at Walthamstow Job Centre.

If you would like more information about the Duty to Refer email [dutytorefer@walthamforest.gov.uk](mailto:dutytorefer@walthamforest.gov.uk)

# Your rent payments & Universal Credit

## How can I pay my rent to Waltham Forest?

Rent is the priority bill of most Council households, and it's essential that your rent is paid on time.

The simplest way to pay your rent is by direct debit. To request a direct debit form call 020 8496 4197 or email [rents@walthamforest.gov.uk](mailto:rents@walthamforest.gov.uk)

**More than 2,000 Waltham Forest Council tenants pay their rent by direct debit. Why not join them? It's easier and quicker!**

## Assistance with Universal Credit

More and more Waltham Forest residents are being moved across to Universal Credit, which replaces a number of benefits, including housing benefit.

Built into Universal Credit is a five-week waiting period before payment is made, which can cause difficulties.

Our Income Maximisation team offers advice and support for people affected by the benefit changes. The team has helped many Waltham Forest residents affected by Universal Credit get backdated benefits, additional benefits and find new employment.

A resident moved into a council property with a new-born child and was unable to afford any appliances for her new home. As she was claiming Universal Credit (UC), she also had to wait five weeks until her first payment. Our Income Maximisation officer advised the tenant to contact UC to have the housing costs paid directly to the landlord. We applied for Local Welfare Assistance on behalf of the tenant as she had difficulty doing this herself because English was not her first language. The tenant was awarded a cooker, fridge and washing machine. UC rent payments were made directly to Waltham Forest ensuring the resident's rent account is in good order.

## What is Local Welfare Assistance (LWA)?

LWA could help if you or your family are in severe financial hardship. The service does not make cash payments but can provide food vouchers, referrals to foodbanks or some essential household items.

To contact the Income Maximisation team call **020 8496 4197** or email [income.maximisation@walthamforest.gov.uk](mailto:income.maximisation@walthamforest.gov.uk)

## On Universal Credit and affected by Benefit CAP or Bedroom Tax?

We can offer assistance and advice to residents who are on Universal Credit and affected by the Benefit Cap and/or the Bedroom Tax.

Contact our Welfare Reform Project Officer Mohammed Shakoor on **0208 496 0027** or email [Mohammed.Shakoor@walthamforest.gov.uk](mailto:Mohammed.Shakoor@walthamforest.gov.uk) to discuss your case.

**Since April 2019 this service has raised more than £20,000 for residents affected by welfare reforms and helped maximise the income of many residents.**

## Help to Claim service (Citizens Advice)

**The Help to Claim service supports residents in the early stages of applying for Universal Credit, from application through to first payment.**

This dedicated service, provided by Citizens Advice, is free, independent, confidential and impartial. Trained advisers help with things like how to gather evidence for your application or how to prepare for your first Jobcentre appointment.

You can contact an adviser through the free national Help to Claim phone service: **0800 1448 444**. You can also chat online with a Citizen Advice adviser by going to [citizensadvice.org.uk](http://citizensadvice.org.uk)

**Advisers are available 8am to 6pm, Monday to Friday.**

# A Summer of

Every summer Waltham Forest Council organises, or provides support to, a host of estate and fun days on some of our housing estates across the borough.

These events, along with our annual Resident Day, are a chance to bring residents and leaseholders together and encourage greater community spirit.

They're also an opportunity for people to talk one to one with officers from across the housing departments, other council services as well as our partners, including major contractors Morgan Sindall and Aston, who spoke to residents about repairs issues and generously provided prizes for our resident draws.

To make the events a real family occasion, we organise a host of activities, with something for everyone, and help celebrate Waltham Forest's year as the first London Borough of Culture. There was also free food on offer and prize draws.

Cllr Mitchell, Cabinet Member for Housing and Homelessness Prevention said: "These days are about more than having fun. They're a chance for residents to meet neighbours and make new friends; helping create closer communities."

This summer, an estimated 2,000 of our residents and leaseholders attended our events.

## Resident Day



More than 500 of the Council's residents and leaseholders attended this year's Resident Day, held at Monoux College, Walthamstow.

Early morning showers gave way to clear skies and it was a brilliant day of fun and activities, with lots for the children, including bouncy castle, face painting, street art, t-shirt making, and the Human Library, which this time was Council officers and councillors being the books.



Everyone was able to take part in drumming workshops, instant

photo booth, silent disco, and try their hand at Bollywood dancing.

## Stocksfield Road



The Stocksfield Road Fun Day, held in partnership with Wood Street First, was well supported by residents and included performances from the Leaders Community troupe (pictured, top opposite page). As well as the fun activities the Community Safety Team came down to talk to people about combating anti-social behaviour and gangs.

## Aldriche Way



Some truly impressive musical skills were on display at the Aldriche Way's Got Talent, where, as well as a free BBQ

and a host of activities, a talent show was organised in the Shade, the community space designed by the local community. Congratulations to Natasha Mikhua (pictured above, third from left), who was the big winner on the day. Young people on the estate created a mural to mark 100 years of Council housing. The event was organised in partnership with the True Life Baptist Church.



# Fun



## Wigg and Walsh Towers



Fred Wigg and John Walsh residents organised a family fun day for residents. More than 150 attended

the event that included Zumba classes, resident stalls and prize draw. Council staff and the estate's Resident Liaison Officer were able to talk with residents about the planned improvement programme for the Towers.

## Priory Court



More than 200 residents came out to enjoy the Priory Court Fun Day, held in partnership with the community centre's user groups, local youth clubs and Clarion Housing. The day included a host of activities and BBQ as well as a giant cake to celebrate 100th anniversary of Council housing in the UK.

## Warburton Terrace



A Welcome to Warburton Day was held for the newest community for Waltham Forest. Over the summer, residents moved into the

43 new Council built homes in this new development in the heart of Walthamstow. Among the attractions was mini truck racing, organised by Engie, the contractors who built the new homes for the Council.

## Avenue Road Estate



For the third year running, an estate day was held on Avenue Road Estate with music, bouncy castle and lots of food and activities. As well as the family activities, Council officers talked

to residents about repairs and wider environmental improvements.

## Billericay



Waltham Forest Council manages some Council housing in neighbouring Billericay and we supported the Billericay Summer Fete, working closely with the Outward Commoners group of residents. The day offered a host of fun activities for residents.

## Essex Close



A residents BBQ and estate day was held at Essex Close Estate, As well as family activities, Council officers talked to residents about ways to improve community safety and set up a residents group.



# Making a Connection

**Connecting Communities is an ambitious programme that is creating greater engagement with, and between, Waltham Forest people.**

A network of friendly Connecting Communities managers across the borough are eager to help support your ideas and projects for bringing people together.

Chingford resident Mitchell Radow is an active volunteer for a multitude of local community projects, including the Chingford Green Gym.

Mitchell (Pictured above, with fellow Green Gym members) said “We do conservation work at parks in Chingford. What I love about the Green Gym is that we bring such varied groups in our local community together. We work in complete harmony as a team to make our parks and thereby our community a better place to live.”

Through Connecting Communities, Mitchell has met and forged new links with community groups around the borough and is hoping to apply for new grant funding for the Green Gym with the aid of Connecting Communities.

Mitchell recommends all volunteers, and would be volunteers, get in touch with their local Connecting Communities manager: “If a person has a passion about their local community, a passion for people, a passion for life, and a passion to make one’s community a better place to live, then that person should get involved with Connecting Communities.”

Tony Li is an active resident who runs a get to know your neighbour scheme called Leytonstone Locals, which brings together local residents for a regular chat and laugh.

Tony contacted Carolyn, the Network Manager for Leyton, but who has ties to the Leytonstone area, and the programme now helps a number of people attend Leytonstone Locals’ social events who may not have been able to come on their own due to a range of personal circumstances.

Tony said “Connecting Communities is a great opportunity to promote Leytonstone Locals. There’s so much going on in the community, a lot of which I’d never heard about before joining CC. It’s reassuring to know that there are so many local residents working and volunteering to make our borough a better and more connected place to live.

“If you have a skill, interest or experience in a particular topic then I’d recommend joining CC: there’s likely to be something here to tickle your fancy!”

Walthamstow resident Juliana Shalla was taking an ESOL (English for speakers of other languages) class run by William Morris Big Local when she was introduced to Hinnah, the Connecting Communities manager for Walthamstow.

Juliana said “Hinnah then invited me for a short interview and after that she registered me in community networking.”

Juliana now volunteers to run a weekly conversational club for eighteen other students who are making great strides in their English language skills (Juliana, pictured with her ESOL group, above).

Juliana said “Connecting Communities has helped me in this project. I would recommend to others to get involved because in that way they can make contact with other people.”

**Feel inspired to get involved or want to stay up to date with what’s going on? There are lots of ways that you can do so:**

- Visit the website at [ourplacewf.org/](http://ourplacewf.org/)
- Follow @OurPlaceWF on Facebook
- Follow the Network Managers on Twitter:
  - o @Our\_Chingford
  - o @Our\_Leyton
  - o @Our\_Leytonstone
  - o @Our\_Walthamstow
- Or email [connectingcommunities@walthamforest.gov.uk](mailto:connectingcommunities@walthamforest.gov.uk)
- Sign up to the newsletter via [walthamforest.gov.uk/content/connecting-communities](http://walthamforest.gov.uk/content/connecting-communities)

# Join the Culture Club

Waltham Forest's brilliant year as the first London Borough of Culture continues, with opportunities to sing among ancient oaks, step inside a real-life book and listen like a bat.



## Grandad's Island: from Page to Pavement Boroughwide, 4 to 13 October

Waltham Forest residents are creating living, breathing, scenes inspired by the pages of a much-loved local picture book.

Grandad's Island is an award-winning picture book from Waltham Forest based author-illustrator Benji Davies.

Waltham Forest's surprisingly exotic ecology can be found in this tale of voyage and discovery, which celebrates the close relationship between a grandfather and his grandson.

Working with Walthamstow based arts organisation Artillery, residents are sharing their ideas and talents to recreate scenes from the page onto the pavement, bringing to life everything from a cozy attic full of curiosities to the deep jungle of an island paradise.

A host of activities, exhibitions and performances will take place from Friday, 4 October to Sunday, 13 October, culminating in a one-day finale with multilingual storytelling, dance, procession, creative workshops and a community feast at Langthorne Park, Leytonstone on Sunday, 13 October, noon until 6pm.

If you have any questions about the project and how to get involved please email [events@artillery.org.uk](mailto:events@artillery.org.uk)

For more information [wfculture19.co.uk/from-page-to-pavement](http://wfculture19.co.uk/from-page-to-pavement)



## GIANT Chingford Plain, Friday 18 October & Saturday 19 October

A theatrical event like no other. Travel deep into Epping Forest for an extraordinary concert, where ancient oak trees are transformed into stages for a specially created performance that takes in poem-songs, music, childrens chorus, choirs and Oscar Wilde's classic tale, the Selfish Giant.

GIANT is the first in a series of 'climbing concerts' created by Arts and Gardens, working to connect childrens and adults with arboriculture.

As part of the project, participants aged eight years and older are invited to experience what it's like to be in the cast of GIANT and sing from the canopy at a series of Climbing and Music Sessions.

For booking details for concerts and workshops [wfculture19.co.uk/events/giant](http://wfculture19.co.uk/events/giant)

## We're All Bats Boroughwide, 5 October to 3 November

A unique programme of creative workshops, activities and special events exploring sound, sound art and listening in all its many facets. In our busy, noisy environment, many of us have forgotten how to listen. We're All Bats will help you rediscover and reimagine what it means to listen and hear the world around you.

[wfculture19.co.uk/events/were-all-bats](http://wfculture19.co.uk/events/were-all-bats)

Discover more treasures of the Borough of Culture

[wfculture19.co.uk/](http://wfculture19.co.uk/)

# Water – keeping it clean

A clean water system is vital to the health and wellbeing of every resident of every home. Most water systems contain bacteria and, if they are allowed to grow and multiply, can cause people to become ill.

Legionella, the most common bacteria, is found naturally in water sources. Legionella is transmitted by breathing or inhaling mist droplets containing the bacteria.

It's not generally a threat to healthy individuals but can lead to harmful symptoms in vulnerable or elderly people.

The risk of legionella in your home is low because water is usually stored in small quantities and used daily.

However there are a few simple measures you can do to ensure you and your family stay safe:

**Clean showerheads, hoses and taps every three months.**

Remove the head of the shower and clean using a nylon brush then soak in descaling solution.

**Ensure you turn on any unused taps each week for at least five minutes** (including any in your garden).

**Any appliances which connect to the water supply must comply with Water Regulations.**

All domestic appliances such as washing machines and dishwashers need to comply with appropriate standards.

## **In the Kitchen**

The kitchen is the heart of your home. To keep it clean and safe:

- Flush kitchen taps daily
- Keep your sink clean and disinfect with an antibacterial solution daily
- Disinfect or replace all sponges and dish cloths regularly.



**If your hot water stops working or you notice that it is not getting as hot as normal please report it immediately to the repairs team on 020 8496 4197**

# End of Year Statements and Billing 2018-2019

**The Home Ownership Team is working to ensure that statements of actual service charge expenditure for the previous year are prepared, audited and dispatched to all our leaseholders by the end of September.**

The Council's Home Ownership Team manages more than 2100 leasehold properties.

Sending out this many statements generates a great deal of correspondence and calls which we log and handle on a first come first serve basis.

At this peak time of demand that can mean that our customers may sometimes have to wait longer than normal for their reply.

We try to settle as many queries as we can by November. This is to ensure that when we apply the actual charge to your account it will reflect the outcome to any matters we have investigated.

In recent years we have succeeded in narrowing the difference between our service charge estimates and the actual costs and this has made it easier for our leaseholders to budget for this expenditure.

Unfortunately, it is not possible to anticipate all items of expenditure, for example, reactive repair costs.

Where we have spent less than we estimated at the start of the year a credit adjustment will be applied to your service charge account.

If we spent more than we estimated for the year a debit adjustment will be applied to your account. In this case we will send you a payment request for the extra amount you need to pay us.

We apply adjustments to accounts in November. Whether you receive a credit adjustment or a debit adjustment you will need to change the amount you pay to keep your account in balance.

**If you have any queries about your statement of actual expenditure please contact the Home Ownership Team:**

**Email:** [Rtb.lease@walthamforest.gov.uk](mailto:Rtb.lease@walthamforest.gov.uk)

**Phone:** 0208 496 5204 / 5206 / 5207

**Mail:** Home Ownership Team, Cedar Wood House, 2d Fulbourne Road, Walthamstow, London, E17 4GG

## Fire safety inspections - your responsibility

**We carry out regular fire safety inspections to ensure that any potential fire risk in your block is identified and any necessary action is taken to address this risk.**

Under the terms of your lease you are responsible for your flat entrance door and door frame. If our inspection identifies a potential problem with your door or its frame we will write and tell you. You will be given time to provide evidence that the door meets the current safety standards or to replace it if it doesn't.

The new door and frame must be replaced by an accredited installer who will provide the appropriate certification.

We are running a programme of front door replacements to our own properties. If you wish we can arrange to replace your door by our contractor who is familiar with the necessary requirements. You will be billed for this work separately from your service charges.

The safety of our residents is our primary concern. If we do identify your door as a potential risk please respond to our letter without delay as otherwise we may have to consider enforcement action.

We are always striving to make changes to our service based on your feedback. A few recent examples...

If you would like more information about housing engagement opportunities please email [engagement@walthamforest.gov.uk](mailto:engagement@walthamforest.gov.uk) or call 0208 496 4942.

You Said	We Did
Residents on the Essex Close Estate asked for more safety measures to tackle anti-social behaviour (ASB) in the area.	We installed temporary CCTV on the estate to catch perpetrators and deter ASB. We also organised a BBQ/Picnic Day for residents on the estate to build community relationships and encourage the setting up of a residents group.
Waltham Forest has Council residents in its homes situated in Billericay who felt isolated from Council organised activities.	We supported the residents group organising of a Summer Fete on the Outwood Common, close to their homes. We also organised transport for Billericay residents to come along to our Housing Forum, Resident Day and Housing Strategy launch.
People on Aldriche Way wanted to make greater use of The Shade, a community stage and area built by young residents last summer.	We organised a talent show on The Shade, with the support of True Life Baptist Church, with residents showcasing their musical talents.
Residents told us that they are worried about the impact of welfare reform and the roll out of Universal Credit.	Housing's Income Maximisation Team has raised more than £20,000 for residents affected by welfare reforms and helped maximise the income of many residents.

## Smoke Alarm Safety

Having smoke alarms in your property is one of the best things you can do to protect your loved ones, your home and your possessions.

However, it is just as important to regularly check that those smoke alarms are functioning properly

Here is a list of Do's and Don'ts to ensure your family and your home are protected.

### Smoke Detector Do's

**Ensure** you test your smoke detector weekly by pressing the test button



**Ensure** your smoke detector is kept regularly clean

**Report** broken smoke detectors

### Some Detector Don'ts

**Do Not** cover your smoke detector



**Do Not** paint your smoke detector



**Do Not** remove your smoke detector



**Do Not** ignore a broken smoke detector

**Please contact Waltham Forest Housing if you find that you have a fault with a smoke detector within your property**

# How are we doing?

Every year we survey tenants to measure their level of satisfaction on key areas.

We examine the results in detail and come up with a plan to improve where satisfaction levels are low.

Here are the latest satisfaction figures:

	2018/19
<b>Tenants</b>	
Most recent repair	<b>78%</b>
Satisfied with repairs and maintenance	<b>66%</b>
Estate services	<b>59%</b>
Overall satisfaction	<b>72%</b>
Views are listened to and acted upon	<b>49%</b>
Quality of home	<b>75%</b>

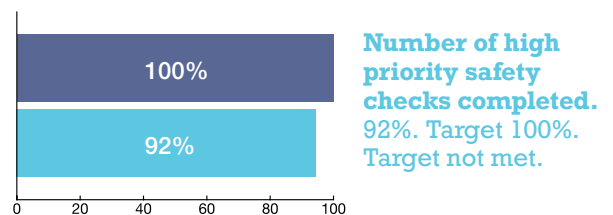
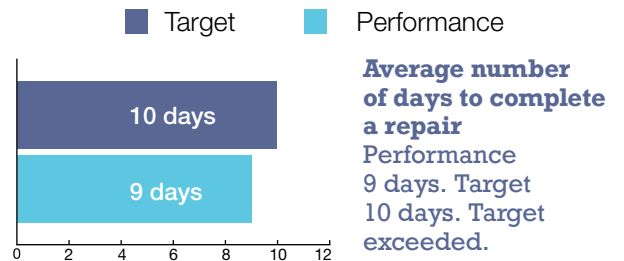
We did not see much of a change compared to the previous year.

The top neighbourhood problems were rubbish or litter, car parking, dog fouling, drug use or dealing and noisy neighbours.

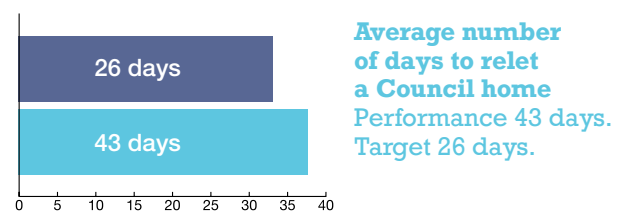
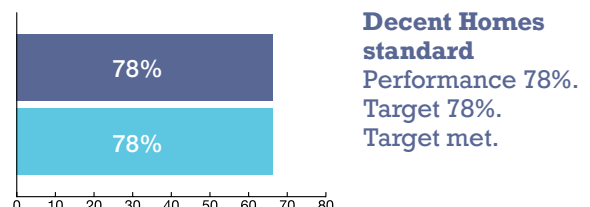
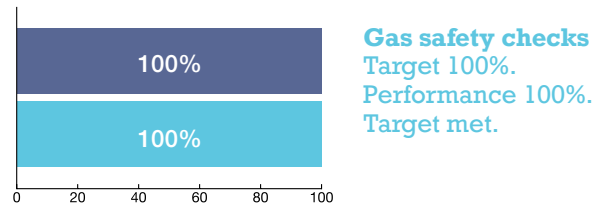
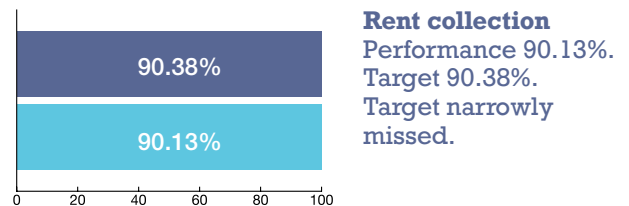
We use the data that we receive to help improve services. If you receive a survey form please complete it, and you will be entered in a prize draw.

We are determined to improve levels of satisfaction and aim to be the best performing borough in London. Fresh data on resident satisfaction will be published in the next Resident News in December.

Last June we carried out a check on how we are doing on key parts of our service to residents.



Although we were off target at the end of June, intensive work took place and we are now back at 100% for this measure.



Performance dipped particularly in the last quarter of 2018/19 in the run up to the end of the previous repairs contract. Performance is improving and it is anticipated that we will get back on track later this year.

# Waltham Forest Housing Forum

The next Waltham Forest Housing Forum takes place Wednesday 16 October between 4.30pm and 8.30pm.

All Waltham Forest tenants and leaseholders are invited.

## Disability Forum 4.30pm to 6pm

The Disability Forum will be held ahead of the Housing Forum at the same venue. Residents who are affected by disability welcome to attend.

Transport can be provided for people attending the Disability Forum. Contact [engagement@walthamforest.gov.uk](mailto:engagement@walthamforest.gov.uk) or call **0208 496 4984**.

## Housing Surgery 6pm to 7pm

A chance for residents to speak to officers from different housing departments and our key contractors, Morgan Sindall and Aston Group, about any individual queries including repairs, anti-social behaviour, rent, service charges, etc..

## Housing Forum 7pm to 8.30pm

Do you want to find out more about our current approach to managing health and safety in your home and on your estate? Do you want to help shape our new approach to getting residents involved in building safety? Then come and join us and have your say.

The Housing Forum, and Disability Forum, will be held at Ghousia Grove Road Hall, 119-123 Grove Road, Walthamstow, E17 9BU.

**Sandwiches and refreshments will be provided.**

If you require support or need more information contact [engagement@walthamforest.gov.uk](mailto:engagement@walthamforest.gov.uk) or call **0208 496 4984**.

## Contact Us

### Waltham Forest Housing

Cedar Wood House  
2d Fulbourne Road  
Walthamstow  
E17 4GG

Cedar Wood House  
Reception Opening Times  
9.00am to 4.30 (except  
Weds 1.00pm to 4.30)

### Waltham Forest Housing Billericay Office

16a Morris Avenue  
Billericay  
Essex  
CM11 2JR

For general enquiries, reporting anti-social behaviour and repairs:

☎ 020 8496 4197

✉ [wfdirect@walthamforest.gov.uk](mailto:wfdirect@walthamforest.gov.uk)

📍 [walthamforest.gov.uk/housing](http://walthamforest.gov.uk/housing)

Phone lines are open from 9am-5pm Monday to Friday.

For help and advice on paying your rent:

☎ 020 8496 4197

Or visit us at Cedar Wood House and ask to speak to Income Services

For feedback and comments on the newsletter:

Please email [wfdirect@walthamforest.gov.uk](mailto:wfdirect@walthamforest.gov.uk)